



STATE OF WISCONSIN  
BOARD ON AGING AND LONG TERM CARE

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Ombudsman Program (800) 815-0015  
Medigap Helpline (800) 242-1060  
Part D Helpline (855) 677-2783  
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**FOR IMMEDIATE RELEASE**

**23 July 2013**

**Contact: Medigap Helpline  
800 242-1060**

INFORMATION AND REFERRAL SERVICES  
AT THE MEDIGAP HELPLINE SERVICES

The Medigap Helpline Services in Wisconsin is a great resource as a counseling service for matters pertaining to Medicare, Medigap (Medicare supplement) policies, Medicare Advantage Plans, and Medicare Part D Prescription Drug Plans, to list but a few. When a beneficiary calls the Helpline, the Intake Advocate will refer the call to a Medigap counselor to assist with specific questions. Medigap counselors will answer questions about the coverage types and help the caller understand the different options that are available. Counselors will take into consideration where a person lives in Wisconsin, individual financial status, and the person's general health. Counselors will give the caller enough information so they may make an informed decision. This is very important, as the decision could affect healthcare coverage for years to come.

The Medigap Helpline's and the Medigap Part D and Prescription Drug Helpline's toll free numbers are sometimes given to beneficiaries by insurance companies, Medicare, and other sources. The Medigap Helpline is a program operated by the Board on Aging and Long Term Care, an agency of the State of Wisconsin. If the counselors are unable to answer the caller's questions they will guide the caller to resources that would be best able to help with those specific questions. Medicare, being a national entity, would not be familiar with all of the resources available to consumers in every state. Thus the Medigap Helpline Services can review the caller's issues and refer to the appropriate local agency that may be more able to help in that part of Wisconsin.

For example, Medicare may not be able to answer a question about disputing a denial for a claim. They will direct a beneficiary to call the Medigap Helpline. However, the best resource in Wisconsin to assist with this type of problem would be a county benefit specialist. Benefit specialists are usually located at a county's Aging and Disability Resource Center.

Sometimes, a beneficiary may be referred to another agency instead of the Medigap Helpline. Wisconsin residents are fortunate to have several resources for information and assistance such as Aging and Disability Resource Centers, Benefit Specialists, and county or state departments of health. Our counselors are able to refer callers to any of these other agencies.

Please call the Medigap Helpline Services for assistance or further information at **1-800-242-1060**, or, if you are age 60 or over and need assistance with the Medicare Prescription Drug Program, call **1-855-677-2783**.

*By: Connie Inda  
Medigap Intake Advocate*